

Survey Summary by Originating Organization / Agency

For Surveys created from 09/15/2004 to 09/21/2004 and responded to through 09/24/2004

This report groups and analyzes the results of the DIT Remedy Help Desk survey by the organization or agency that the call originated from. The Information Officers and the agencies they are responsible for are shown below. For each question in each organization the total number of responses for each rating is totaled under the corresponding heading (Very Good, Good, Average, Poor, Very Poor) and an average for all responses for that question is given under the column Average Rating. A total count of the number of answers with comments for each question is shown under the Total Comments column. Summary information and averages for all surveys can be found on the last page of the report.

Information Officer	Agencies Supported
Susan Doby	FIA, DCH
James Hogan	CIS, Education, Career Development
Gary Blair	MSP, Corrections, DMVA, Attorney General
Lynn Draschil	HAL, DNR, DEQ, Agriculture
David Borzenski	Treasury, Secretary of State
C. Douglass Couto	MDOT, DMB, Civil Service, Civil Rights, DIT

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Attorney General</u>	13 Survey(s) Found						
Was the service provided in a timely manner?	10	2	1	0	0	4.69	8
Was the technician knowledgeable?	11	1	1	0	0	4.77	7
Was the problem solved to your satisfaction?	10	2	1	0	0	4.69	7
Was the technician friendly?	12	0	1	0	0	4.85	7
Was the solution of your problem clearly communicated to you?	12	0	1	0	0	4.85	7
If Field Services visited your workstation did they leave a note explaining what was done?	6	0	7				7
Was your problem resolved with your initial contact to DIT Support?	11	0	2				7
<u>Dept Information Technology</u>	68 Survey(s) Found						
Was the service provided in a timely manner?	52	8	3	1	1	4.68	5
Was the technician knowledgeable?	50	9	4	1	0	4.69	2
Was the problem solved to your satisfaction?	52	8	0	4	1	4.63	3
Was the technician friendly?	55	6	2	0	0	4.84	4
Was the solution of your problem clearly communicated to you?	50	8	3	2	1	4.63	4
If Field Services visited your workstation did they leave a note explaining what was done?	17	0	48				1
Was your problem resolved with your initial contact to DIT Support?	25	19	19				7
<u>Dept of Agriculture</u>	8 Survey(s) Found						
Was the service provided in a timely manner?	6	2	0	0	0	4.75	0
Was the technician knowledgeable?	5	3	0	0	0	4.63	0
Was the problem solved to your satisfaction?	7	1	0	0	0	4.88	0
Was the technician friendly?	6	2	0	0	0	4.75	0
Was the solution of your problem clearly communicated to you?	6	2	0	0	0	4.75	0
If Field Services visited your workstation did they leave a note explaining what was done?	3	0	3				0
Was your problem resolved with your initial contact to DIT Support?	6	0	1				1

		Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>								
<u>Dept of Career Development</u>		11 Survey(s) Found						
Was the service provided in a timely manner?		6	3	0	2	0	4.18	3
Was the technician knowledgeable?		9	2	0	0	0	4.82	4
Was the problem solved to your satisfaction?		8	3	0	0	0	4.73	1
Was the technician friendly?		9	2	0	0	0	4.82	1
Was the solution of your problem clearly communicated to you?		9	1	0	0	0	4.90	2
If Field Services visited your workstation did they leave a note explaining what was done?		2	1	7				0
Was your problem resolved with your initial contact to DIT Support?		7	4	0				3
<u>Dept of Civil Service</u>		9 Survey(s) Found						
Was the service provided in a timely manner?		7	1	0	1	0	4.56	2
Was the technician knowledgeable?		8	0	1	0	0	4.78	1
Was the problem solved to your satisfaction?		9	0	0	0	0	5.00	0
Was the technician friendly?		9	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?		6	2	1	0	0	4.56	0
If Field Services visited your workstation did they leave a note explaining what was done?		2	0	6				2
Was your problem resolved with your initial contact to DIT Support?		5	1	2				0
<u>Dept of Community Health</u>		27 Survey(s) Found						
Was the service provided in a timely manner?		16	3	4	1	2	4.15	3
Was the technician knowledgeable?		17	4	2	0	3	4.23	3
Was the problem solved to your satisfaction?		19	3	3	1	1	4.41	2
Was the technician friendly?		20	2	2	0	2	4.46	2
Was the solution of your problem clearly communicated to you?		15	7	2	1	2	4.19	1
If Field Services visited your workstation did they leave a note explaining what was done?		6	1	19				0
Was your problem resolved with your initial contact to DIT Support?		15	8	3				2
<u>Dept of Consumer Ind Services</u>		31 Survey(s) Found						
Was the service provided in a timely manner?		20	7	0	2	0	4.55	6
Was the technician knowledgeable?		23	5	1	0	0	4.76	3
Was the problem solved to your satisfaction?		23	4	0	2	0	4.66	4
Was the technician friendly?		19	7	1	0	0	4.67	6
Was the solution of your problem clearly communicated to you?		21	6	2	1	0	4.57	1
If Field Services visited your workstation did they leave a note explaining what was done?		5	2	23				1
Was your problem resolved with your initial contact to DIT Support?		18	6	6				2
<u>Dept of Corrections</u>		104 Survey(s) Found						
Was the service provided in a timely manner?		73	20	1	4	3	4.54	12
Was the technician knowledgeable?		78	13	5	1	1	4.69	8
Was the problem solved to your satisfaction?		79	10	5	2	2	4.65	14
Was the technician friendly?		83	10	3	0	0	4.83	13
Was the solution of your problem clearly communicated to you?		72	18	7	1	1	4.61	4
If Field Services visited your workstation did they leave a note explaining what was done?		21	5	70				2
Was your problem resolved with your initial contact to DIT Support?		78	21	4				10

		Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>								
<u>Dept of Education</u>	10 Survey(s) Found							
Was the service provided in a timely manner?	10	0	0	0	0	0	5.00	0
Was the technician knowledgeable?	9	0	1	0	0	0	4.80	1
Was the problem solved to your satisfaction?	10	0	0	0	0	0	5.00	0
Was the technician friendly?	9	0	1	0	0	0	4.80	1
Was the solution of your problem clearly communicated to you?	9	0	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	2	0	7					0
Was your problem resolved with your initial contact to DIT Support?	7	1	1					0
<u>Dept of Environmental Quality</u>	46 Survey(s) Found							
Was the service provided in a timely manner?	31	8	2	3	2	2	4.37	5
Was the technician knowledgeable?	26	14	3	1	1	1	4.40	6
Was the problem solved to your satisfaction?	33	4	5	1	2	2	4.44	5
Was the technician friendly?	32	9	2	0	0	0	4.70	3
Was the solution of your problem clearly communicated to you?	28	6	5	2	2	2	4.30	7
If Field Services visited your workstation did they leave a note explaining what was done?	6	3	32					4
Was your problem resolved with your initial contact to DIT Support?	34	10	2					6
<u>Dept of Hist Art and Libraries</u>	6 Survey(s) Found							
Was the service provided in a timely manner?	2	3	0	0	0	0	4.40	2
Was the technician knowledgeable?	3	0	0	0	0	0	5.00	2
Was the problem solved to your satisfaction?	3	1	1	0	0	0	4.40	1
Was the technician friendly?	3	1	0	0	0	0	4.75	0
Was the solution of your problem clearly communicated to you?	3	0	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	1	3					1
Was your problem resolved with your initial contact to DIT Support?	5	0	0					1
<u>Dept of Management & Budget</u>	26 Survey(s) Found							
Was the service provided in a timely manner?	19	5	2	0	0	0	4.65	0
Was the technician knowledgeable?	19	5	1	0	0	0	4.72	2
Was the problem solved to your satisfaction?	23	2	0	1	0	0	4.81	1
Was the technician friendly?	23	1	1	0	0	0	4.88	2
Was the solution of your problem clearly communicated to you?	17	7	0	1	0	0	4.60	3
If Field Services visited your workstation did they leave a note explaining what was done?	2	1	23					0
Was your problem resolved with your initial contact to DIT Support?	19	4	3					2
<u>Dept of Military and Veterans</u>	3 Survey(s) Found							
Was the service provided in a timely manner?	2	0	0	1	0	0	4.00	1
Was the technician knowledgeable?	2	1	0	0	0	0	4.67	0
Was the problem solved to your satisfaction?	3	0	0	0	0	0	5.00	1
Was the technician friendly?	2	1	0	0	0	0	4.67	1
Was the solution of your problem clearly communicated to you?	3	0	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	2					0
Was your problem resolved with your initial contact to DIT Support?	3	0	0					0

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Dept of Natural Resources</u>	21 Survey(s) Found						
Was the service provided in a timely manner?	16	3	1	1	0	4.62	2
Was the technician knowledgeable?	15	4	1	0	0	4.70	2
Was the problem solved to your satisfaction?	16	3	1	0	0	4.75	1
Was the technician friendly?	16	4	0	0	0	4.80	2
Was the solution of your problem clearly communicated to you?	17	1	2	0	0	4.75	2
If Field Services visited your workstation did they leave a note explaining what was done?	7	0	12				1
Was your problem resolved with your initial contact to DIT Support?	18	3	0				2
<u>Dept of State</u>	31 Survey(s) Found						
Was the service provided in a timely manner?	21	6	1	1	0	4.62	5
Was the technician knowledgeable?	22	5	1	0	0	4.75	3
Was the problem solved to your satisfaction?	22	4	3	0	1	4.53	5
Was the technician friendly?	24	5	0	0	0	4.83	3
Was the solution of your problem clearly communicated to you?	20	4	4	0	1	4.45	4
If Field Services visited your workstation did they leave a note explaining what was done?	7	0	22				0
Was your problem resolved with your initial contact to DIT Support?	19	5	5				3
<u>Dept of Transportation</u>	32 Survey(s) Found						
Was the service provided in a timely manner?	16	14	0	1	1	4.34	8
Was the technician knowledgeable?	19	7	4	0	1	4.39	6
Was the problem solved to your satisfaction?	18	11	1	0	2	4.34	6
Was the technician friendly?	26	5	0	0	1	4.72	2
Was the solution of your problem clearly communicated to you?	19	8	3	0	2	4.31	3
If Field Services visited your workstation did they leave a note explaining what was done?	6	5	21				3
Was your problem resolved with your initial contact to DIT Support?	17	13	2				6
<u>Dept of Treasury</u>	31 Survey(s) Found						
Was the service provided in a timely manner?	18	11	0	2	0	4.45	0
Was the technician knowledgeable?	21	5	3	0	0	4.62	1
Was the problem solved to your satisfaction?	22	7	0	1	0	4.67	1
Was the technician friendly?	21	4	3	0	0	4.64	2
Was the solution of your problem clearly communicated to you?	16	10	2	1	1	4.30	3
If Field Services visited your workstation did they leave a note explaining what was done?	11	2	17				0
Was your problem resolved with your initial contact to DIT Support?	20	8	2				4
<u>Family Independence Agency</u>	120 Survey(s) Found						
Was the service provided in a timely manner?	77	22	7	7	5	4.35	18
Was the technician knowledgeable?	76	26	6	4	1	4.52	11
Was the problem solved to your satisfaction?	81	25	2	6	3	4.50	11
Was the technician friendly?	94	14	3	1	0	4.79	14
Was the solution of your problem clearly communicated to you?	79	21	7	2	3	4.53	10
If Field Services visited your workstation did they leave a note explaining what was done?	15	2	94				4
Was your problem resolved with your initial contact to DIT Support?	76	28	13				12

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Friend Of the Court</u>	10 Survey(s) Found						
Was the service provided in a timely manner?	6	2	2	0	0	4.40	1
Was the technician knowledgeable?	6	1	3	0	0	4.30	2
Was the problem solved to your satisfaction?	6	1	2	1	0	4.20	1
Was the technician friendly?	10	0	0	0	0	5.00	3
Was the solution of your problem clearly communicated to you?	7	0	2	1	0	4.30	1
If Field Services visited your workstation did they leave a note explaining what was done?	5	0	5				0
Was your problem resolved with your initial contact to DIT Support?	5	4	1				0
<u>Michigan Gaming Control Board</u>							
	1 Survey(s) Found						
Was the service provided in a timely manner?	1	0	0	0	0	5.00	0
Was the technician knowledgeable?	0	1	0	0	0	4.00	0
Was the problem solved to your satisfaction?	1	0	0	0	0	5.00	0
Was the technician friendly?	0	1	0	0	0	4.00	0
Was the solution of your problem clearly communicated to you?	1	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	1				0
Was your problem resolved with your initial contact to DIT Support?	1	0	0				0
<u>Michigan State Police</u>							
	62 Survey(s) Found						
Was the service provided in a timely manner?	35	1	5	6	13	3.65	10
Was the technician knowledgeable?	32	6	3	15	0	3.98	4
Was the problem solved to your satisfaction?	35	6	16	0	3	4.17	4
Was the technician friendly?	34	4	18	0	0	4.29	5
Was the solution of your problem clearly communicated to you?	25	15	2	2	16	3.52	2
If Field Services visited your workstation did they leave a note explaining what was done?	15	21	23				4
Was your problem resolved with your initial contact to DIT Support?	38	22	1				2
<u>Grand Totals</u>							
	670 Survey(s) Found						
Was the service provided in a timely manner?	444	121	29	33	27	4.41	91
Was the technician knowledgeable?	451	112	40	22	7	4.55	68
Was the problem solved to your satisfaction?	480	95	40	19	15	4.55	68
Was the technician friendly?	507	78	37	1	3	4.73	71
Was the solution of your problem clearly communicated to you?	435	116	43	14	29	4.43	54
If Field Services visited your workstation did they leave a note explaining what was done?	140	44	445				30
Was your problem resolved with your initial contact to DIT Support?	427	157	67				70

Survey Summary Information

Waiting

Responded

Processed

Expired

0

670

0

4,709

Total : 5,379

Percent Responded / Processed - 12.46 %